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PATIENT PARTICIPATION GROUP

MINUTES OF THE CORE GROUP MEETING HELD ON 5 SEPTEMBER 2023

PRESENT

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| Dr. D Gill (DG) | Sasha Thurgood (ST) | Cassie Robinson (CR) |
| Polly Healy (PH) | Paul Thompson (PT) | Jim Snaith (JS) |
| Alison Richardson (AR) | Richard Fryer (RF) |  |

APOLOGIES

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| Neil Huntingford (NH) | David Buttler (DB) |  |

**WELCOME**

PT chaired the meeting, and welcomed everyone. Apologies were received from Neil Huntingford and David Buttler.

**MINUTES OF THE PREVIOUS MEETING**

JS noted that an action point in the previous minutes for him to draw up an article for Sunbury Matters had been incorrectly assigned to him. That aside, the minutes were approved.

**PPG CORE GROUP ELECTION OF OFFICERS**

The following re-elections were agreed:

* Neil Huntingford - Chair
* Paul Thompson – Vice Chair
* Alison Richardson - Secretary

**PPG – THE WAY FORWARD**

Sunbury Matters

* The article in the September issue of Sunbury Matters focuses on the launch of the new website.
* The deadline for the October issue is 18 September, and it was agreed that the article will focus on the ‘Flu Campaign, also noting that Covid boosters will be delivered via NICS.
* It was suggested that it would be useful to highlight to patients on a regular basis some Practice statistics relating to appointments and contacts with the Practice. These could appear in a small box within each monthly article. The timing for starting this is to be agreed.
* PH offered to proofread articles before being submitted to Sunbury Matters. This was agreed, providing there is sufficient time to do so.
* Future articles could cover the role of the Receptionist (November issue) and the PPG Patient Survey (December issue). The latter will depend on when the final PPG Patient Survey report is available, with the Sunbury Matters deadline for submission being 17 November.
* If it is not possible to use the December issue of Sunbury Matters to publicise the PPG Patient Survey results, other routes for doing so can be discussed.
* As the meeting progressed and RF talked through some of the features of the new website, there was a discussion about whether, when and how to return to the subject in patient communications, including Sunbury Matters. Whilst a ‘work in progress’, the website addresses some of the frustrations felt by patients when accessing services and may benefit from wider and repeated messaging.
* As part of this discussion, it was noted that a significant number of patients do not receive Sunbury Matters and other methods of communication may need to be identified.

The Patients’ Survey

* AR has reviewed the qualitative data from the survey for recurring themes in patient feedback. A draft outline of the report has been populated with data from the Excel sheets supplied by CR and the qualitative themes.
* The next step is for the Patient Survey sub-group to review the results and formulate feedback, conclusions and recommendations.
* The outline timetable is for the sub-group to meet in early October, with a draft report going to RF early-mid November and a final report being available by the end of November.

**SHC UPDATES**

New website

* The new website is a ‘work in progress’, with the Practice giving feedback to - and requesting additional functionality from - Surrey Heartlands. The staff at the Practice are receiving ongoing help and support in the use of the website and associated work protocols.
* Questions about the website and related matters were submitted to RF by PH and AR prior to the meeting, and he addressed these during his update. He confirmed that:
* The initial iteration of the website only allows for one period during the day when appointment requests can be made. The Practice has requested an increase.
* There is still an expectation that appointment requests are fulfilled within 2 working days.
* For triaged requests that indicate a patient needs to have a consultation quickly, the patient will be offered a specific appointment time with a nominated practitioner.
* For other requests, patients will be offered a selection of appointment dates and times for them to choose the best time for them.
* If appointment times offered are not suitable, there is a way of patients requesting an alternative without having to complete a new request.
* Requests for repeat prescriptions can be made via the website, but the NHS App is quicker and easier as the latter requires less information to be supplied by the patient. Requests vis the NHS App also means a quicker approval process.
* Patients are encouraged to use the NHS App or SHC website rather than Patient Access.
* Getting full functionality from the NHS App may require proof of identify. The Practice can supply a Linkage Key on request for patients who, for example, may not have photo ID, or who have problems setting up their account.
* Due to software limitations available to SHC on the new website, there have been changes to the ways in which patients submit blood pressure readings:
* Patients who need to provide readings for 7 days need to request a 7 days monitoring questionnaire, either via the website or by calling the Practice.
* Patients who can (and prefer) to complete this information via their mobile, will be sent a text with a link. This will enable the recording of morning and evening readings over 7 days.
* There is an optional function to accept a reminder prompt each morning and afternoon, for those who would benefit from this in their busy days. This could be especially useful, as the link will not allow patients to send multiple day readings on the same day.
* If there is a need to enter multiple day readings, patients need to request a Home Blood Pressure Chart paper form to complete and return via text message or by hand.
* For patients who do not have a mobile or prefer not to use it for recording blood pressure readings, a paper form can be requested from reception. This can be provided by text or be collected from the Practice.
* CR has been working to incorporate a picture supplied by NH onto the front page of the website, with mixed results in terms of sharpness of image. It was suggested that she discuss this with NH to try and improve this. Members of the PPG Core Group were invited to view the website with the image included on various devices and provide feedback on both the quality of the image and whether or not an image should be used.

’Flu Vaccination Clinics

* Dates have now been set and invitations issued to qualifying patients. As well as the clinics running at the Practice, SHC practitioners will also be administering ‘flu vaccinations for patients who are housebound or in care homes. Vaccinations for children are expected to begin shortly.
* The provision of Covid booster vaccinations has been contracted out to NICS, given their good track record of delivery to date.
* Given the resurgence of Covid, it is not thought appropriate for members of the Core PPG Group to act as stewards at the clinics or carry out fund raising activities as in the past.

Statistics – July/August 2023

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| Data | July 2023 | August 2023 |
| Appointments Booked | 6,729 | 6,344 |
| Number of patients not attending appointments | 259 | 236 |
| Telephone calls answered | 5,134 | 5,685 |
| Online requests processed | 4,471 | 3,957 |

Patient Services

* Care Coordinators are focused on carrying out Chronic Care Reviews for patients requiring support with certain health conditions.
* As a result of staff training, there is increased capacity to deliver both minor surgery and ear microsuction clinics.
* The role of the Clinical Pharmacists is evolving, so that the Practice has greater capacity to undertake certain reviews such as diabetes, blood pressure and asthma.

Staffing

* RF reported that staffing levels remain stable.
* Two trainee GPs recently left the Practice having completed their training and becoming fully qualified GPs. A further trainee GP currently at the Practice will complete their placement in December.
* Two trainee GPs started their 4-month placement in August, and two more will undertake their 4-month placement from December.

Premises

* There is a regulatory requirement for some work to be carried out on fire compartmentalisation. RF will seek to ensure that, as far as possible, this work can take place outside working hours to reduce disruption.

**COMMENTS, COMPLAINTS AND SUGGESTIONS**

* There were 2 formal complaints in July 0 complaints in August.
* The Practice has submitted its annual return on complaints with no concerning or significant trends noted.
* Returns on the Friends and Family Test were 733 in June, 674 in July and 480 in August. Feedback is collected via texts sent to patients following an appointment, as well as completed forms available in the waiting and clinical rooms.

**ANY OTHER BUSINESS**

* PH confirmed there were 971 ‘hits’ on the PPG website in August, with the busiest day being 7 August. The most visited pages were Appointments, The Practice Website, Repeat Prescriptions, Ear Microsuction and The Media (Sunbury Matters).
* There were 4 emails from patients to the PPG website.

**FUTURE MEETING DATE**

* The next meeting will take place on Tuesday, 7 November 2023, at 3.30pm.

**ACTIONS:**

JS To draft a Sunbury Matters article on the Flu Campaign from information supplied by RF

CR/NH To work on refining the cover photogaph for the Practice website

All To provide feedback to CR on the cover photograph on the website

NH/PT/AR To produce a report for the Practice on the results of the Patient Survey

PH To proofread Sunbury Matter articles, time allowing